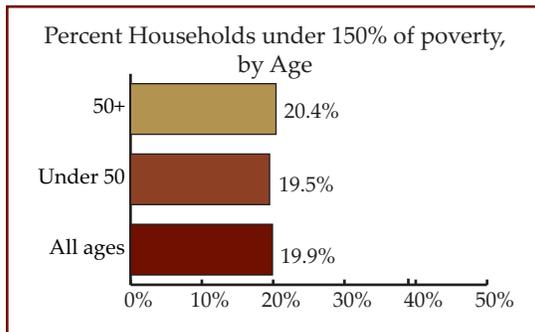


# Energy and Telephone Assistance in the States

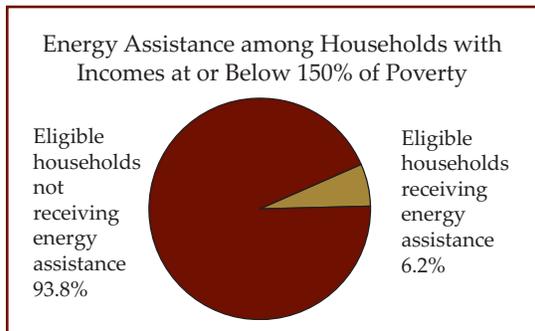
## California

### California in Brief (2006)

Total state population:	36,457,549
State median income:	\$67,814
Percent households age 50+:	43.1%

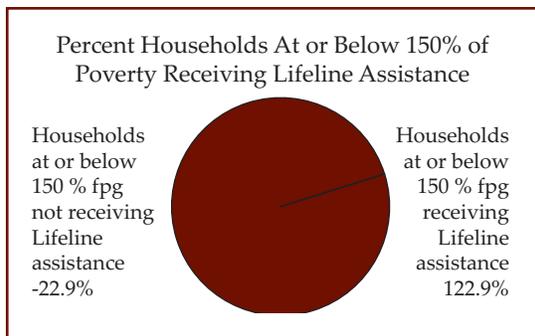


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 95.1%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in California.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit:	\$15.92
Basic federal support:	\$8.25
Maximum state support:	\$5.92*
Federal match:	\$1.75

\*Varies by county.

#### Funding (2005)

Federal:	\$284,145,344
State:	\$240,000,000* (including funds from Lifeline and Link-Up)

\*Source: State PUC staff.

State funding is provided through a 1.29% surcharge on end-user revenues of all telecommunications providers and collected through the California Universal Lifeline Telephone Service Trust Administrative Committee Fund. Telecommunications providers are allowed to pass on the costs of the Lifeline program through to all non-Lifeline customers as a separate line charge on their monthly bill.

#### Eligibility (as of July 2006)

To receive Lifeline assistance, state residents must show proof to their local telephone provider either that their household income does not exceed 150% of the federal poverty guideline, or that they are enrolled in or eligible for any of the following programs:

## Energy and Telephone Assistance in the States

# California

- Medicaid/Medi-Cal
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- Federal public housing assistance, Section 8
- Food stamps
- Temporary Assistance for Needy Families (TANF)
- Healthy Families Category A
- National School Lunch
- Tribal TANF
- Bureau of Indian Affairs general assistance
- Women, Infant and Children (WIC)
- Head Start Income Eligible (tribal only)

Lifeline beneficiaries must recertify with their local telephone provider annually to remain eligible for this program. Telephone service providers are required annually to select 3% of Lifeline customers and confirm their continued eligibility.

### Participation (2005)

Households served: 3,104,117

Participation rate: 119.2% (based on 150% of the federal poverty guideline)

Note: The estimated participation rate for California may indicate that the calculations understate the total numbers of eligible households, or that households with incomes above 150% of the federal poverty guideline are also participating in the program.

### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$17,295,177

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 956,587

## Energy Assistance

Low-income energy assistance in California includes the following programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program (WAP)
- California Alternative Rates for Energy (CARE)
- Low-Income Energy Efficiency (LIEE)
- Weatherization and Energy-Efficient Rehabilitation (WEER) Program
- Cal LIHEAP

## Low-Income Home Energy Assistance Program (LIHEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of California with a block grant to help eligible low-income households meet their immediate energy needs. With this grant, California distributes payments under the home energy assistance, energy crisis intervention, and weatherization components to fund heating, cooling, crisis, and weatherization assistance.

### Benefits (FY2006)

Heating/cooling: \$355 maximum per household

Weatherization: \$2,500 average per household

LIHEAP provides free installation of energy conservation measures through the weatherization component; financial assistance with energy bills through the home energy

## Energy and Telephone Assistance in the States

assistance component; and payments for weather- or energy-related emergencies through the energy crisis intervention component. Clients receive a benefit once a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. All components of the California LIHEAP program operate year-round.

### Funding (FY2006)

Total: \$165,368,794

Federal: \$161,334,794

Tribal set-aside: \$676,298

Regular net block grant: \$89,286,908

Additional one-time block grant: \$62,745,481

Total emergency/cont.: \$4,442,331

Leveraging incentive: \$2,666,280

FY2005 carryover funds: \$1,517,496

State: \$4,034,000

Petroleum violation escrow account:  
\$4,034,000

The California Department of Community Services and Development distributes grants to community action agencies throughout the state. These agencies accept applications, determine eligibility, notify clients, and pay energy providers; they also provide weatherization and emergency services.

California allocates LIHEAP funding in the following manner:

- Heating and cooling: 48%
- Crisis: 21%
- Weatherization: 25%
- Administration, etc.: 6%

### Eligibility (FY2006)

State residents with household incomes at or below 60% of the state median income are eligible for assistance.

Participation in California's LIHEAP does not reduce the client's eligibility or benefits under other state assistance programs.

### Participation (FY2005 est.)

Households served: 158,424

Heating: 158,424\*

\*Source: LIHEAP Clearinghouse.

### Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides California with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

### Benefits (FY2005)

Maximum benefit per household: \$1,506

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### Funding (FY2005)

Total: \$34,984,628

Federal: \$31,831,865

Department of Energy: \$7,085,364

Additional funding from LIHEAP:  
\$24,746,501

State: \$3,152,763

Petroleum violation escrow account:  
\$3,152,763

## Energy and Telephone Assistance in the States

# California

The State of California Department of Community Services and Development (CSD) distributes grants to the community action agencies throughout the state. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

### Eligibility (FY2005)

State residents with household incomes at or below 60% of the state median income are eligible for assistance.

Clients apply at local community agencies, which also approve applications and provide direct weatherization services.

### Participation (FY2005)

Households served: 20,617

### California Alternative Rates for Energy (CARE)

Under the California Alternative Rates for Energy (CARE) program, regulated electric and gas utilities in California provide a rate discount to eligible low-income customers.

### Benefits (FY2006)

Eligible electric and gas customers of Pacific Gas and Electric (PG&E), San Diego Gas and Electric (SDG&E), Southern California Gas (SoCalGas), and Southern California Edison (SCE) receive a 20% discount on their monthly gas and electric bills and an exemption from the rate surcharge that funds the CARE program.

Under the Expanded CARE program, utilities extend the 20% discount to qualifying nonprofit group-living facilities, homeless shelters, hospices, and women's shelters. To qualify, the facility must have federal IRS tax-exempt status.

### Funding (FY2006)

Total: \$619,046,040

Utility surcharge: \$619,046,040

The utilities (PG&E, SCE, SoCalGas, and SDG&E) administer this program and receive

funding for it through a rate surcharge on their customers' bills.

### Eligibility (FY2006)

Households residing in single-family homes and rented submetered residential facilities with incomes at 200% of the federal poverty guideline are eligible to receive the CARE discount offered by Pacific Gas and Electric, San Diego Gas and Electric, Southern California Gas, and Southern California Edison.

Proof of income is not required; applicants self-certify their eligibility. However, the utilities periodically request a random sample of CARE customers to provide income verification, and they conduct targeted verification efforts when there is a reason to believe that a false claim has been made.

### Participation (as of May 2006)

Households served:

SCE: 1,039,720

SDG&E: 222,709

SoCalGas: 1,242,489

PG&E: 1,118,987

### Low-Income Energy Efficiency (LIEE)

Through the Low-Income Energy Efficiency (LIEE) program, gas and electric companies that participate in the CARE program provide no-cost weatherization and energy efficiency services to eligible low-income households.

### Benefits (FY2006)

Local community action agencies and licensed contractors work with the utilities to provide participating households with free services that may include the following:

- Attic insulation
- Caulking
- Weather-stripping
- Low-flow shower heads
- Water heater blanket
- Door and building envelope repairs to reduce air infiltration

Other services may include building conservation measures, installation of energy-

## Energy and Telephone Assistance in the States

efficient appliances, and energy education programs.

### Funding (FY2006)

Total: \$130,622,968

Utility customers' surcharge: \$130,622,968

Like CARE, this program is funded through a rate surcharge on customers' bills and administered by the utility companies.

### Eligibility (FY2006)

Persons eligible for the CARE program are also eligible for LIEE assistance. In addition, disabled persons and persons age 60 and older qualify for LIEE if their incomes are at or below 200% of the federal poverty guideline.

### Participation (FY2005)

Households served:

PG&E: 56,388

SCE: 36,420

SDG&E: 11,254

SoCalGas: 40,523

### Weatherization and Energy-Efficient Rehabilitation (WEER) Program

The California Conservation Corps, in partnership with the state's Department of Community Services and Development, provides no-cost home repair and weatherization services to low-income households through the Weatherization and Energy-Efficient Rehabilitation (WEER) program. WEER also provides on-the-job training to low-income youths who participate in basic weatherization activities.

### Benefits (FY2006)

Maximum benefit per household: \$2,500  
WEER crews perform minor home repairs to bring houses up to minimum standards, and then perform standard weatherization services. Minor home repair services include the following:

- Patching holes
- Drywall and/or stucco repair

- Minor roof repair
- Window and door repair, modification, and/or replacement
- Range-hood repair
- Fireplace chimney damper or blower door repair

Weatherization services include the following:

- Installation of air conditioner vent covers
- Attic venting
- Floor, attic, and ceiling insulation
- Low-flow shower heads
- Weather-stripping
- Water heater blankets
- Caulking
- Filter replacements
- Shade screens
- Pipe wrap

### Funding (FY2006)

Not available

WEER is funded through California's petroleum violation escrow account.

### Eligibility

State residents with household incomes at or below 150% of poverty are eligible for assistance. In addition, WEER targets houses that are in disrepair and do not meet the minimum building conditions for weatherization.

### Participation (FY2006)

Not available

### Seasonal, Health-, and Income-Related Disconnection Policies

#### Health/Deferred Payments

There is no weather-related disconnect policy in California, but the state prohibits utilities from disconnecting residential natural gas or electric service for nonpayment if the following requirements are met:

## Energy and Telephone Assistance in the States

# California

- A licensed physician certifies that disconnection would be life-threatening to the customer, and the customer agrees to a deferred-payment agreement.
- The customer is granted an extension or agrees to a deferred-payment arrangement (not to exceed 12 months) to pay the delinquent balance.